



C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	HARBOUR EARLY LEARNING MANAGEMENT PTY LTD
Provider Number	PR-40031090
Provider Approval Status	Approved

Service

Service Legal Entity Name	Harbour Early Learning Aranda Pty Ltd
Service Trading Name	Harbour Early Learning Aranda
Service Approval Number	SE-00016718
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01P01 P03 P03
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	Complaint received 28.04.25 Compliant email attached to notification. Steps taken/ actions planned: - Investigation conducted. - Existing inclusion plans upheld. - Existing supervision plans upheld. - Continuing intentional teaching around emotional regulation embedded in program. - Provide families with strength-based information around managing biting in young children.
Please upload any relevant documentation	

P01 bite mark photograph 28.04.25.png	P01P01 bite mark photograph 28.04.25
P01P01 Incident form 29.04.25.pdf	P01P01 Incident form 29.04.25
P01P01 email 28.04.25.png	Complaint email re bite 28.04.25

Submitted By: **P01P01**



Conversation record between.pdf	Conversation record with parent 29.04.25
Response to P01P01 email 29.04.25.png	Email response to P01 Last following conversation 29.04.25

Child Details

Child's Name	P01P01
Child's Gender	Female
Child's Date of Birth	P01

Contact Details

Name	P01P01
Phone Number	P03
Email Address	P03